



FortiDeploy v1.0

Frequently Asked Questions



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General Questions

What is FortiDeploy?

FortiDeploy is a product built into FortiCloud as a feature, for one-touch provisioning when devices are deployed, locally or remotely. FortiDeploy provides deployment for FortiAPs into a Cloud AP Network, and automatic connection of FortiGates to be managed by FortiCloud or a FortiManager unit.

What features does FortiDeploy provide?

- One touch deployment for FortiAPs into a Cloud AP Network
- One touch deployment for FortiGates to be FortiCloud managed or managed by a FortiManager IP

How does FortiDeploy work?

When you visit forticloud.com and enter the Bulk FortiCloud Key, you will see a list of serial numbers from the order that contained the FortiDeploy SKU. Once you confirm that the devices are connected, you can perform some basic configuration on the devices remotely, such as sending a FortiManager IP to all remote FortiGate devices, so they can be managed remotely.

Licensing and Registration

How do I purchase FortiDeploy?

At time of purchase, order a FortiDeploy SKU in addition to your other purchases, and enter it in FortiCloud. Once the FortiGate's serial number is associated with your customer account, you have the option to deploy the devices in either FortiCloud or FortiManager. FortiDeploy can also push an IP to each FortiManager. Support starts the moment you send an email to cs@fortinet.com.

What is the price of FortiDeploy?

FortiDeploy must be purchased on every PO using FDP-SINGLE-USE SKU. The nominal fee is \$100/PO.

What happens if you forget to order FortiDeploy on the PO?

If the customer forgets to order FortiDeploy on the PO, please send an email to the Fortinet Customer Service and Support Team: cs@fortinet.com, and they will manually register your serial numbers and generate a Bulk FortiCloud Key.

Will my FortiGuard and FortiCare services start automatically?

No. FortiGuard and FortiCare services will start only after you register your serial numbers. Bulk registration of FortiGuard and FortiCare is available, but you will need to send a direct request after registration to cs@fortinet.com.

Technical Questions

What are the devices supported by FortiDeploy?

- FG/FWF 30D/30D-POE
- FG/FWF 60D/60D-POE
- FG-70D
- FG-80D
- FG/FWF 90D/90D-POE
- FG/FWF 92/4/8D/92/4/8D-POE (soon)
- FGT-100D
- FGT-140D/140D-POE/140D-POE-T1
- FGT-200D/200D-POE
- FGT-240D/240D-POE
- FGT-280D-POE
- All FAPs

Which versions of FortiOS does FortiDeploy support?

FortiDeploy is available for FortiGate/FortiWiFi devices at FortiOS version 5.2.2 or later, and FortiAP devices at version 5.0.9 or later.

Are there any complications if I've recently upgraded FortiOS?

Upgrading from 5.0.x to 5.2.2 or later disables the `auto-join-forticloud` flag, which will need to be re-enabled for FortiDeploy to function correctly.

You can re-enable it through the CLI or by factory resetting your device (but factory resetting will reset all firewall configuration).

```
config system fortiguard
  get
    set auto-join-forticloud enable
  end
end
```

After changing this setting, reset the device and ensure that traffic is being sent to FortiCloud to verify that it has been configured correctly.

What if I am connected to FortiCloud but the device cannot be cloud managed?

Double-check that central management is set to FortiGuard.

In the CLI console:

```
config system central-management
  set type fortiguard
end
```

Reboot the device, login to FortiCloud and try to manage the device.

What if a device is deployed behind a NAT device (such as a cable modem)?

A FortiGate's default "internal" IP is in the 192.168.1.0/24 subnet, and so IP conflicts can occur with FortiDeploy-managed devices. The solution is to unset the default IP for each of the devices in the CLI console:

```
config system interface
  edit internal
    unset ip
  end
end
```

Or change the internal interface's IP in the web-based management interface.

This is a known issue, and will be fixed in FortiOS 5.4.